

CIT Customer Service Report for the Network Operations Center



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 7:18:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
NIHnet											
Chronic-Access	1	1	0	0	0	1	0	0	0	1	4
Chronic-Core	0	1	0	0	0	0	0	0	1	0	0
Chronic-OpDiv	0	1	0	0	0	0	0	0	1	0	10
Chronic-Wireless	1	1	0	0	0	1	0	0	0	1	24
Closet Access-LAN	19	2	0	0	0	0	0	3	16	2	9
HazCon-Core	0	1	0	0	0	0	0	0	1	0	0
HazCon-Distribution	0	1	0	0	0	0	0	0	0	1	0
HazCon-FACnet	0	1	0	0	0	0	0	0	1	0	0
HazCon-NIH Customer	0	2	0	0	0	0	0	0	2	0	2
HazCon-Other	0	9	0	0	0	3	1	0	5	0	0
HazCon-Sterling CIT Data Center	0	1	0	0	0	1	0	0	0	0	0
Impairment-Access	2	1	0	1	0	0	1	0	2	1	4
Impairment-FACnet	0	4	0	0	0	0	0	0	4	0	18
Impairment-NIH Customer	0	2	0	0	0	0	0	0	2	0	0
Impairment-Other	3	0	0	0	0	1	0	0	1	1	3

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Impairment-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	20
Impairment-Remote Access VPN	6	2	0	0	0	0	1	3	2	2	8
Impairment-Wireless	3	2	0	0	0	1	1	0	3	0	12
Inquiry	4	10	0	1	0	3	2	1	7	2	3
Maintenance-Access	0	0	0	3	0	0	2	0	0	1	0
Maintenance-Bldg 12 Data Center	0	0	0	6	0	0	2	0	0	4	0
Maintenance-Core	0	0	0	1	0	0	0	0	0	1	0
Maintenance-Facilities Power	10	0	0	0	1	0	0	9	0	0	11
Maintenance-NIH Customer	1	5	0	2	0	1	1	1	4	1	0
Maintenance-OpDiv	0	0	0	1	0	0	0	0	0	1	0
Maintenance-Other	33	10	0	3	0	2	2	30	8	4	5
Maintenance-Vendor	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Wireless	0	1	0	2	0	0	2	0	1	0	0
Network NMS-Device Config Backup	0	7	0	0	0	1	4	0	0	2	0

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	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Network NMS-NMS Element Manage	0	10	0	5	0	0	2	0	2	11	1
Network NMS-NMS Element Un-manage	0	7	0	0	0	0	0	0	0	7	0
Network Sec-Firewall	2	3	0	11	0	0	6	0	1	9	1
Network Sec-Other	0	1	0	3	0	0	1	0	1	2	0
Network Sec-Router ACL	0	0	0	1	0	0	1	0	0	0	0
Outage-Access	5	7	0	0	0	2	1	2	5	2	5
Outage-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Core	0	1	0	0	0	0	0	0	1	0	0
Outage-FACnet	4	27	0	0	0	3	1	0	27	0	3
Outage-NIH Customer	2	5	0	0	0	1	0	0	6	0	3
Outage-OpDiv	0	2	0	0	0	1	0	0	1	0	0
Outage-Other	11	10	0	1	0	1	0	9	8	4	7
Outage-Remote Access VPN	1	1	0	3	0	1	3	0	0	1	1
Outage-Wireless	2	21	0	0	0	3	1	1	17	1	3
Server Support-DNS	13	0	0	1	0	0	3	1	0	10	5
Server Support-Listserv	8	0	0	0	1	0	0	5	0	2	20

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	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Server Support-Other	7	0	0	2	1	0	3	2	0	3	3
Server Support-Server Admin	4	0	0	1	0	0	1	1	0	3	3
Server Support-TACACS	0	1	0	3	0	0	3	0	0	1	0
Service Prov-Access	4	0	0	2	0	0	1	2	0	3	5
Service Prov-Bldg 12 Data Center	0	0	0	1	0	0	0	0	0	1	0
Service Prov-Distribution	0	1	0	0	0	0	0	0	1	0	0
Service Prov-FACnet	4	0	0	1	0	0	3	2	0	0	0
Service Prov-IP Address Admin	32	0	0	3	0	0	7	6	1	21	16
Service Prov-Other	22	0	0	0	0	2	5	1	8	6	4
Service Prov-Port Add	71	0	0	13	0	2	11	6	23	42	9
Service Prov-Port Change	33	0	0	1	0	0	3	0	14	17	6
Service Prov-Port Move	2	0	0	0	0	0	0	0	0	2	5
Service Prov-Remote Access Parachute	2	0	0	0	0	0	0	0	0	2	23
Service Prov-Remote Access VPN	19	0	0	2	0	0	1	7	0	13	6
Service Prov-Wireless	7	0	0	1	0	0	3	1	1	3	11
Grand Total:	339	164	0	75	3	31	79	94	180	191	6

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For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

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Total Tickets Closed:	465
Total Tickets Assigned/Pending/Checked Out:	113
Total Tickets Created:	<u>578</u>